

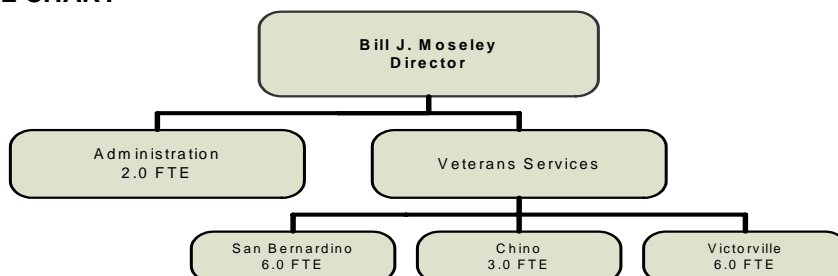
## VETERANS AFFAIRS

### Bill J. Moseley

#### I. MISSION STATEMENT

The Department of Veterans Affairs promotes veterans' rights, issues, and access to services and benefits. It works with community organizations, local, state, and federal agencies to identify and obtain benefits for all veterans and their families.

#### II. ORGANIZATIONAL CHART



#### III. DESCRIPTION OF MAJOR SERVICES

According to the Secretary of the U.S. Department of Veterans Affairs, approximately one out of every three people in the United States is a potential VA beneficiary. In San Bernardino County, this means approximately 565,000 veterans; dependents and survivors may become recipients of veterans' benefits. The Department of Veterans Affairs provides claims assistance, information and referral, and advocacy to county residents. The department assists clients in filing claims for benefits and services to which they may be entitled from federal, state, and local governments. These benefits include medical care, life insurance, home loans, pension benefits, disability compensation, education, and vocational rehabilitation. County VA employees are often the initial contact with the VA system for veterans and recently discharged military personnel in our community.

Services to the veterans' community are concentrated in the following four areas:

##### Claims Assistance

- Provide benefits counseling, claim preparation, and development of probative evidence.
- Monitor claim adjudication and resolve issues or questions in favor of the veteran. Provide assistance with administrative and appellate review of claims.
- Administer the California College Fee Waiver program for dependents of disabled veterans in San Bernardino County.

##### Information and referral to other programs

- Make referrals to other county departments, i.e., Aging and Adult Services, Transitional Assistance Department, Community Services, Behavioral Health, County Recorder, etc.
- Provide information and referrals to area homeless providers and emergency services providers.
- Make referrals to State and Federal agencies including Social Security and SSI, Employment Development, Rail Road Retirement, USDVA Vet Centers, Department of Defense, etc.

##### Advocacy

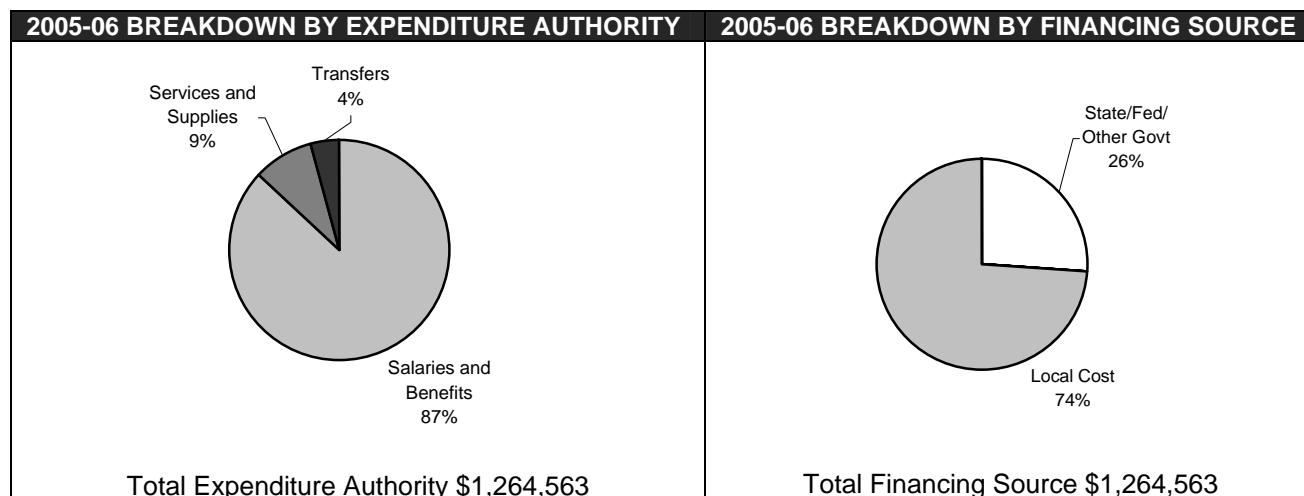
- Individual advocacy entails resolution of adjudicative questions and concerns related to processing of an individual veteran's claim.
- Advocacy at the policy level includes resolution of local policy and procedural issues that better serve the bureaucracy rather than our veterans.
- Legislative advocacy involves providing state and federal elected officials with technical assistance regarding veterans' legislation and coordinating local legislative support as necessary.

##### Outreach

- Conduct outreach at retirement homes, mortuaries, schools, military separation programs, and service organizations like the American Legion, Disabled American Veterans, Veterans of Foreign wars, Elks, Rotary, etc., for the purpose of informing the community of veterans' benefits and services.
- Participate in community events relevant to veterans: job fairs, stand-downs, government day events, etc.



#### IV. 2005-06 BUDGET



#### V. GOALS & 2006-07 OBJECTIVES AT CURRENT FUDNING LEVELS

GOALS	2006-07 OBJECTIVES
1. Development of higher standards of customer service.	<p>A. Revise customer service policy to ensure full commitment to our customers, which will require participation and support of Veterans Affairs employees.</p> <p>B. Develop and implement customer post-interview and telephone surveys on a regular basis.</p> <p>C. Initiate customer focused training for all employees that includes customer service, diversity, and sensitivity (special customer needs: terminal illness, death, disability, etc.) training.</p> <p>D. Special recognition of staff that has exemplified high standards of customer service during the year.</p>
2. Increase outreach efforts of services provided by the department to service-connected disabled veterans and those recently separated from the military.	<p>A. Conduct special mailings to service connected disabled veterans to advise of additional benefits and services provided .</p> <p>B. Continue "Welcome Home" letters to recently discharged military personnel.</p> <p>C. Develop newspaper Q&amp;A column for area newspapers in order to publicize the department and provide explanations of common benefit questions.</p>
3. Promote staff training and development in accordance with state and national training standards in order to meet Continuing Education Unit (CEU) requirements and to maintain United States Department of Veterans Affairs (USDVA) accreditation.	<p>A. Collaborate with other southern California counties to develop a training consortium in order to provide regional quarterly staff training.</p> <p>B. Department technical employees will participate in periodic training covering material from various training, advocacy journals and other sources.</p> <p>C. Veterans Service Representatives will be allowed to attend periodic state and national sanctioned training conferences each year on a rotational basis.</p> <p>D. Annually, the department will recognize staff that has demonstrated the greatest amount of professional growth and development.</p>



The department is keenly aware of its obligation to our veterans and their families and recognizes their sacrifice and contribution to this country. It was decided to stress customer service and technical ability with our employees and make clear our commitment to excellent service to our customers. These goals will ensure that staff are better prepared technically and possess skills essential to our customer service goal: *"It is our goal to ensure that respect, integrity, trust, and fairness will be reflected in our day-to-day behavior. Our staff will strive for every customer to leave our offices satisfied by our service."*

#### VI. PERFORMANCE MEASURES AT CURRENT FUNDING LEVELS

OBJT.	MEASUREMENT	2006-07 (Projected)
1A.	Percentage of written and telephonic customer service survey results receiving between scores of 3 (above average) to 4 (outstanding) in overall customer satisfaction ratings.	90%
2A.	The number of target customers served.	10% Increase
2B.	The number of new contacts made.	10% Increase
3A.	Percent of supervisory interview and case review receiving scores of 4 (exceeds standards).	90%

If there are questions about this business plan, please contact Bill Moseley, Director, at (909) 387-5527.



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